

Oregon Wing CAP Wing Staff Procedure

24 July 2005

Title: Complaint Handling Procedure

Purpose: This procedure states the process used whenever a complaint is received at Wing Headquarters.

Process:

1. Complaints fall into two major categories.
 - a. Serious complaints include any of the following:
 - i. Discrimination
 - ii. Sexual or Physical Abuse, or Hazing Complaints
 - iii. Complaints Involving Criminal Conduct
 - iv. Complaints Involving Waste Fraud or Abuse
 - b. Other Complaints are those where a violation of a CAP regulation is alleged.
2. When a serious complaint, as defined in paragraph 1a above, is alleged in writing or verbally, the Wing commander shall notify the National HQ General Council and the National Director of Personnel. (See the Wing Mishap and Abuse Notification Procedure for phone numbers and details on notice.)
3. Written complaints filed by a member, or Cadet member's parent.
 - a. Whenever a written complaint is received at Wing HQ, it must be routed directly to the Wing Inspector General.
 - b. The IG shall inform the Wing Commander, Vice Commander, and Chief of Staff of the substance of the complaint and the assigned investigative officer.
 - c. The investigative officer shall acknowledge the receipt of the complaint to the complainant in 30 days and investigate the complaint as required in CAPR 132-2
 - d. Once the IG has completed the investigation and filed their report with the Wing Commander, the Wing commander issue a final written decision depending on the nature of the complaint to both the respondent and the complainant. The decision memorandum shall also indicate the process for requesting a review by a higher Headquarters.
 - e. The inspector General shall then close the file and seal the records as required by CAPR 123-2
4. Verbal Concerns
 - a. On occasion a member will contact members of the wing staff or the wing commander to discuss concerns they may have. These concerns may allege wrongdoing by a member, or even a serious issue as described in paragraph 1 above.
 - b. If the issue is a serious complaint, then the staff member must notify the wing commander immediately.
 - c. If the concerns are minor in nature, then the Wing Commander can take one of the following actions:

- i. Contact the unit commander and discuss the situation.
 - ii. Assign the issue to a wing staff member to contact their respective unit staff member and see if some management assistance would be helpful.
 - iii. Start a more formal investigation by requesting the Wing IG to do a formal investigation.
 - iv. Take other action as seems appropriate.
- d. If the matter is resolved without a written complaint being filed, then the matter is closed.
- e. If the matter cannot be resolved through delegation to a lower level, or through discussion, a formal investigation should be conducted as outlined in CARP 123-2.

Forms:

- 1. none

Related regulations:

CAPR 123-2 Complaints

CAPR 52-10 CAP Cadet Protection Policy

CAPR 52-16 Cadet Program Management

CAPR 39-1 Non Discrimination in Federally Assisted Programs